



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 65515
Promised Date: 30 OCT 21

CUSTOMER WORK ORDER

WO #: 65515

Customer: 39027 - WALTER, EDDY -
812-589-4633

Tag:

Author: BJW

Location: 1101 CHECK STATUS WITH JP

Stock #: 11031

Stock Desc: 2021 5W KEYSTONE
MONTANA 3231CK

Chassis #: 4YDF32321M4704827

Serial #: 4YDF32321M4704827

Mileage:

Licence:

Invoice #:

Date In: 18 OCT 21

Promised: 30 OCT 21

Date Sched:

Completed: 31 OCT 21

Warr. Date: 28 AUG 21

Job #1 - Internal

COMPLAINT: CUSTOMER HAS TRIED INSULATING AND RAISING WATER PUMP TO QUIET IT DOWN.
CUSTOMER STATES THAT THE WATER PUMP IS VERY NOISEY.

CAUSE: water pump is plumb with hard pex and transferring noise through plumbing system,

CORRECTION: DH send to replace pex to pump with soft lines, cut PEX lines out and get rubber lines
and replumb to pump, test for leaks

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	N/C
Z990	MISCELLANEOUS REPAIR	JP	N/C

Subtotal for Job #1: 0.00

Job #2 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE MOLDING ON THE WALL ABOVE THE STOVE IS
LOOSE.

CAUSE: trim piece is only nailed at ends

CORRECTION: trim piece is only nailed at ends, add nails at studs in wall

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	13.00

Subtotal for Job #2: 13.00

Job #3 - Warranty

COMPLAINT: CUSTOMER STATES THAT THERE IS SOMETHING STICKY ON THE WALL BY THE
REFRIGERATOR.

CORRECTION: clean spot on wall with Goo Gone,

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	0.00

Subtotal for Job #3: 0.00

Job #4 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE RIGHT SIDE OF THE RECLINER IS SQUEEING.

Customer #: 39027
WALTER, EDDY



CORRECTION: DISASSEMBLED RECLINER TO REPAIR FOOT LIGHT ON W/O# 65321. WAS UNABLE TO DUPLICATE SQUEEK FOLLOWING REASSEMBLY OF RECLINER.

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR		0.00
Z990	MISCELLANEOUS REPAIR	JP	0.00
Subtotal for Job #4:			0.00

Job #5 - Internal

COMPLAINT: CUSTOMER STATES THAT THE INVERTER IS BEEPING SHOWING CODE 05 INDICATING LOW BATTERY VOLTAGE. TECH TO INSPECT AND ADVISE WRITER OF FINDINGS.

CORRECTION: INVERTER RUNS REFER, LIVING ROOM TV, RELINERS, RECEPICAL AT TABLE, MAIN BREAKER FOR THIS WAS OFF IN POWER PANEL, BATTERY DISCONET TO INVERTER WAS ON DRAINING BATTERIES

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	N/C
Subtotal for Job #5:			0.00

Job #6 - Warranty

COMPLAINT: CUSTOMER STATES THAT WATER PUMP IS STILL RUNNING. CHECK FLUSH VALVE. SEE WRITER IF MORE INFORMATION IS NEEDED.

CAUSE: water fill valve was set on tank fill not normal flow setting,

CORRECTION: reset tank fill valve, test pump

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	0.00
Subtotal for Job #6:			0.00

Job #7 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE SPRAYER NOZZLE ON THE KITCHEN SINK WILL NOT RELEASE.

CORRECTION: inspect, move customer stuff that is catching hose

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	0.00
Subtotal for Job #7:			0.00

Job #8 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE LED STRIP UNDER THE RECLINER IS COMING LOOSE IN THE MIDDLE.

CORRECTION: this is the same light that is in wo #65321 job # 10, LIGHT WAS REPLACED ON W/O# 65321

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	0.00
Subtotal for Job #8:			0.00

Job #9 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE MOLDING IN THE CENTER OF THE BEDROOM IS COMING LOOSE AT BOTH ENDS.

W/O: 65515
Promised Date: 30 OCT 21



Customer #: 39027
WALTER, EDDY





CAUSE: MOLDING CUT TOO LONG

CORRECTION: MOLDING CUT LONG, PULL DOWN AND TRIM 1/16 OFF TO FIT, USE 2 SIDED TAPE FROM WALL OUT OVER SLIDEROOM TO PUT MOLDING UP AND NAILS THE REST OF THE WAY

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	13.00
Subtotal for Job #9:			13.00

Job #10 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE LEFT SIDE CARGO DOOR STRIKER HAS A SCREW THAT IS BROKEN OFF.

CAUSE: screw was over tightened and head popped off

CORRECTION: remove latch plate and drill hole by broken screw install new screw in new hole

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	26.00
Subtotal for Job #10:			26.00

Job #11 - Warranty

COMPLAINT: CUSTOMER WOULD LIKE TO HAVE ELECTRICAL CONNECTIONS CHECKED ESPECIALLY THE 120V. CUSTOMER STATES THAT THE 120V CONNECTION SEEMS LOOSE.

CORRECTION: inspect 50 amp connection at unit, normal fit, that is why there is locking nut on connection.

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	0.00
Subtotal for Job #11:			0.00

Job #12 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE TRASH CAN DOOR DOES NOT CLOSE ALL THE WAY.

CAUSE: trash drawer not closing evenly, rails mis-mounted

CORRECTION: remove trash can drawer, check drawer rails and found them not square to cabinet face, remount and test,

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	26.00
Subtotal for Job #12:			26.00

Job #13 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE BATTERY IS DEAD. ADVISE WRITER ABOUT RECOMMENDED REPAIR.

CORRECTION: converter putting out 13.4 vdc, inverter is pulling off of batteries, when plugged in to 120 vac or refer not in use turn off inverter disconnect over batteries

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	0.00
Subtotal for Job #13:			0.00



W/O: 65515
Promised Date: 30 OCT 21



Customer #: 39027
WALTER, EDDY



Parts Total:	0.00
Labour Total:	78.00
Sublet Total:	0.00
Extras Total:	0.00
WORK ORDER TOTAL:	78.00

Thank you for being a valued customer. We appreciate your business.

All labor is guaranteed for 90 days from invoice date. Guarantee is limited to work performed. Consequential damages are not covered. All guaranteed work must be completed in our service department.

Customer Signature : _____

Date: 03 Nov 2021

Customer Work Order



Pre-Authorization

11/3/20
01:06:27

Pre-Authorization number PA02973611 Reference no: 65515 Status: Approved VIN Approved by perry Retail sold on Approved date 11/3/2021

34 Basden's American RV Basden's American RV 4YDF32321M4704827 8/27/2021
600 E Baseline Rd
Evansville, IN 47725

Ju Root de operation of	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	3201814A Decorative Wood	0.00	0.20	0.10		1	0.10	Complaint: CUSTOMER STATES THAT THE MOLDING ON THE WALL ABOVE THE STOVE IS LOOSE. Cause: trim piece is only nailed at ends Correction: trim piece is only nailed at ends, add nails at studs in wall
2	3202008A Panel - Interior W:	0.00	0.40			1	0.10	Complaint: CUSTOMER STATES THAT THERE IS SOMETHING STICKY ON THE WALL BY THE REFRIGERATOR. Cause: found spot Correction: clean spot on wall with Goo Gone, KRV - Cleaning - While in inventory, it is the Dealer's responsibility to keep the unit washed, cleaned and presentable to prospective buyers and provide a "detailed" cleaning upon delivery to the new owner. Not Reimbursable in accordance with the Keystone RV Policy and Procedure Manual.
3	6103314A Pump - Repair - E	0.00	0.40			1	0.20	Complaint: CUSTOMER STATES THAT WATER PUMP IS STILL RUNNING. CHECK FLUSH VALVE. SEE WRITER IF MORE INFORMATION IS NEEDED. Cause: water fill valve was set on tank fill not normal flow setting. Correction: reset tank fill valve, test pump
4	3201816A Decorative Wood	0.00	0.20	0.10		1	0.10	KRV - The issue submitted is not considered a warranty defect in materials or workmanship. Complaint: CUSTOMER STATES THAT THE MOLDING IN THE CENTER OF THE BEDROOM IS COMING LOOSE AT BOTH ENDS. Cause: MOLDING CUT TOO LONG Correction: MOLDING CUT LONG, PULL DOWN AND TRIM 1/16 OFF TO FIT, USE 2 SIDED TAPE FROM WALL OUT OVER SLIDEROOM TO PUT MOLDING UP AND NAILS THE REST OF THE WAY

paper claims only use one pre-authorization number per warranty claim for
a copy of this pre-authorization to a warranty claim form. Fill out the header information and the parts section on the claim
form. The labor section does not need to be filled out on the claim form. Fill in the amount of hours used for the repair - up to the
amount authorized on the pre-authorization form and return to the manufacturer.

Pre-Authorization

11/3/20
01:06:27

Job Root	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
5	2302214F Compartment Door	0.00	0.40	0.20		1	0.20	Complaint: CUSTOMER STATES THAT THE LEFT SIDE CARGO DOOR STRIKER HAS A SCREW THAT IS BROKEN OFF. Cause: screw was over tightened and head popped off Correction: remove latch plate and drill hole by broken screw install new screw in new hole
6	3100814A Cabinet Door - Re	0.00	0.50	0.20		1	0.20	Complaint: CUSTOMER STATES THAT THE TRASH CAN DOOR DOES NOT CLOSE ALL THE WAY. Cause: trash drawer not closing evenly, rails mis-mounted Correction: remove trash can drawer, check drawer rails and found them not square to cabinet face, remount and test,
7	2302202A Compartment Door	0.00	0.50			1	0.20	Complaint: CUSTOMER STATES THAT THE TRASH CAN DOOR DOES NOT CLOSE ALL THE WAY. Cause: trash drawer not closing evenly, rails mis-mounted Correction: remove trash can drawer, check drawer rails and found them not square to cabinet face, remount and test,

KRV - Duplicate from job 6

Pre-Authorization number PA02973611

0.60

For paper claims only use one pre-authorization number per warranty claim for a copy of this pre-authorization to a warranty claim form. Fill out the header information and the parts section on the claim form. The labor section does not need to be filled out on the claim form. Fill in the amount of hours used for the repair - up to the amount authorized on the pre-authorization form and section 10/1/2018 R.V. Company